

# Michigan ITS Center

Serving the Southeast Michigan Freeways  
www.michigan.gov/its

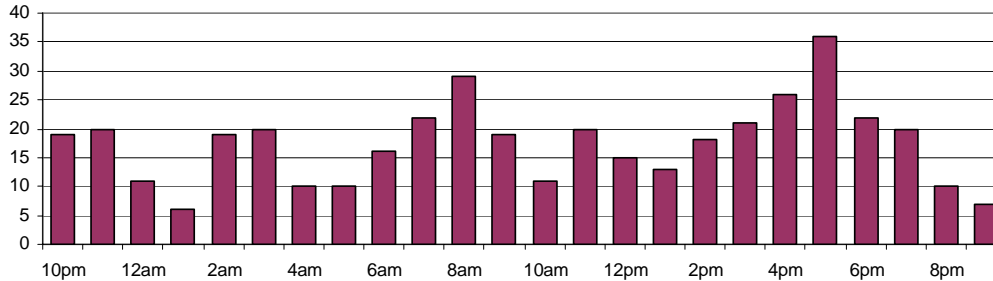


Mia Silver, PE PTOE  
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August 2006

## CONTROL ROOM SUPPORT ACTIVITY

**Total Incidents per Hour**



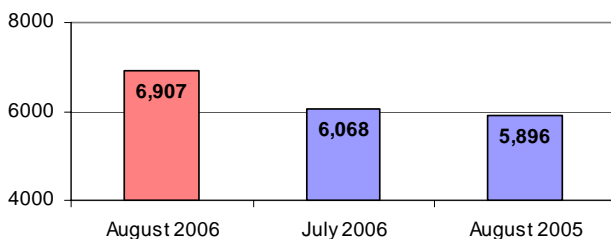
**Total Incidents by Roadway**

Freeway	Aug 2006	Jul 2006	Aug 2005
I-75	95	86	128
I-94	94	87	85
I-96	52	52	43
I-275	36	33	36
I-375	0	2	1
I-696 (Reuther)	67	51	93
M-5 (Grand River)	4	0	0
M-8 (Davison)	0	0	0
M-10 (Lodge)	42	36	63
M-14	0	0	0
M-39 (Southfield)	30	47	41
<b>Total</b>	<b>420</b>	<b>394</b>	<b>491</b>

**Monthly Incident Activity**

	Aug 2006	Jul 2006	Aug 2005
Freeway Closures	25	14	16
Lane Closures	32	33	30
Ramp Closures	9	7	4

**Monthly Call History**

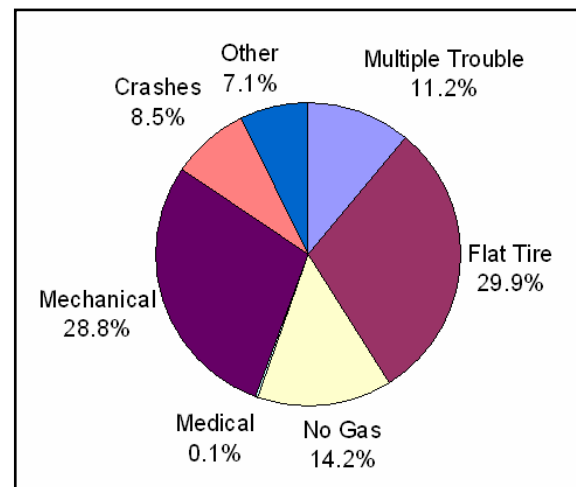


**Calls by Type**

Agency	No. of Calls
Freeway Courtesy Patrol	4772
Michigan State Police	924
Media	732
MDOT Construction (Incoming)	116
MDOT Construction (Outgoing)	43
Other MDOT	147
ITS Maintenance	31
Other	142
<b>Total</b>	<b>6907</b>

### MITS Center News

The 2005 Freeway Courtesy Patrol Evaluation Report prepared by the Southeast Michigan Council of Governments, SEMCOG, is available at [www.semco.org](http://www.semco.org). The report shows 28,359 occupied vehicles were assisted in 2005, and a benefit: cost ratio of 15.0. Below is a graph of the types of problems that the Courtesy Patrol assisted in 2005.



We are currently in the process of revising the Courtesy Patrol call card and database.

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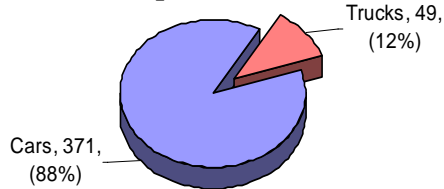
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## CONTROL ROOM DISPATCH ACTIVITY

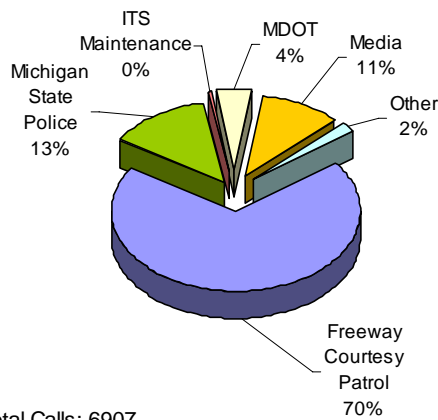
- Of the 4,857 assists that the Freeway Courtesy Patrol (FCP) provided during the month of August, 837 assists (17%) were dispatched by the FCP dispatchers located at the MITS Center.

### Vehicle Composition of Incidents



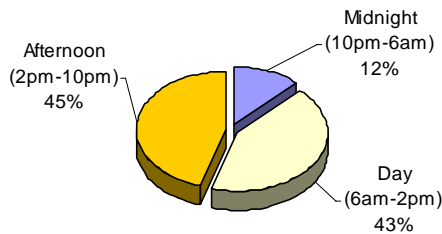
Total Incidents: 420

### Calls by Type



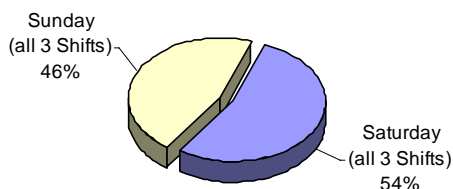
Total Calls: 6907

### Calls by Weekday Shift



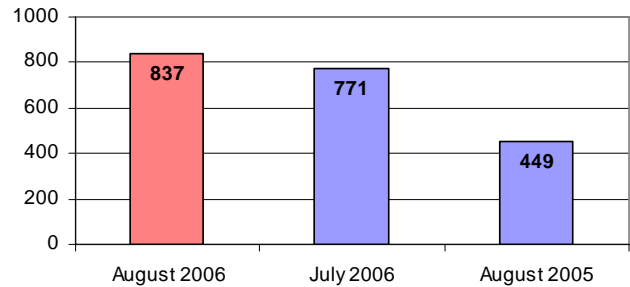
Average Number of Calls per Weekday: 263

### Calls by Weekend Day

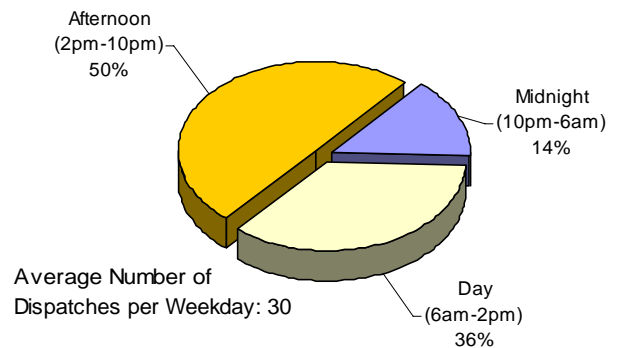


Average Number of Calls per Weekend: 214

### Freeway Courtesy Patrol Monthly Dispatch Activity

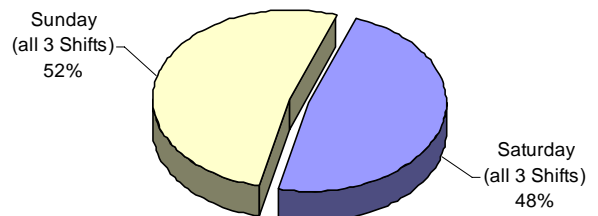


### Freeway Courtesy Patrol Dispatches by Weekday Shift



Average Number of Dispatches per Weekday: 30

### Freeway Courtesy Patrol Dispatches by Weekend Day



Average Number of Dispatches per Weekend: 37

Note: Additional FCP information may be found beginning on page 4.

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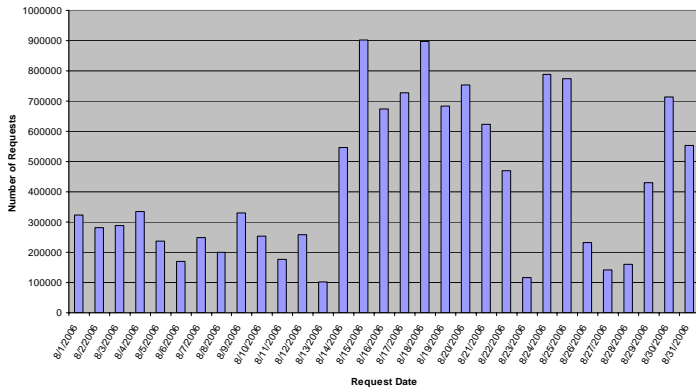
August 2006

## TRAVELER INFORMATION ACTIVITY

- The MITS Center provides traffic information to users and motorists via the dynamic message signs (DMS) and the MDOT website (see www.michigan.gov/mdot, click on "Detroit Traffic")

### Website Activity

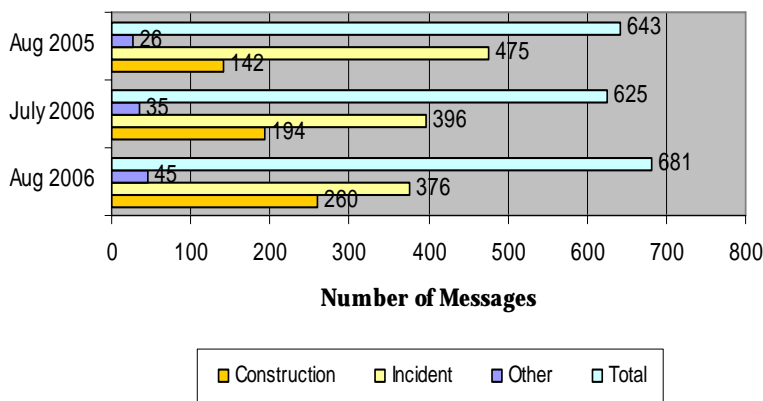
August Daily Website Activity



### Top 5 DMS with Unique Messages

1. M-10 NB at M. L. King
2. M-10 NB at Porter
3. I-75 SB South of 13 Mile
4. M-10 SB at Euclid
5. I-75 SB at Clay

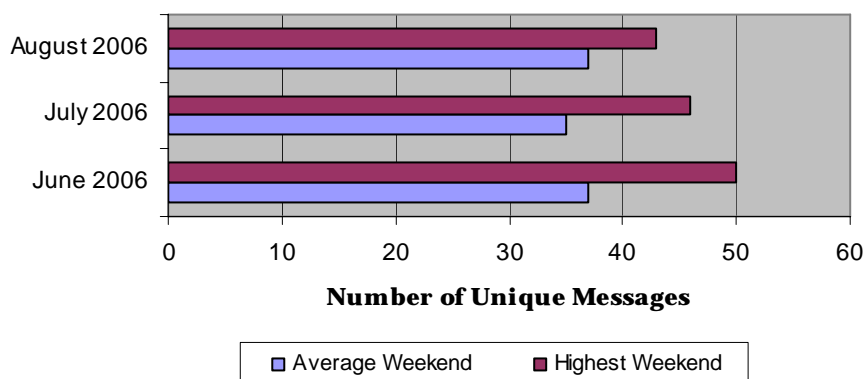
### Unique DMS Messages by Type



### Incident Communication Accuracy

Weekend DMS Snapshot Review	Aug 2006	Jul 2006	Aug 2005
All Incident Messages	98.8%	99.8%	100.0%
High Impact DMS Messages	Aug 2006	Jul 2006	Aug 2005
All High Impact Messages	100.0%	96.3%	96.0%
Freeway Closure Messages	100.0%	92.9%	96.0%
Lane Closure Messages	100.0%	97.0%	96.0%
Ramp Closure Messages	100.0%	100.0%	100.0%
Other Communication	Aug 2006	Jul 2006	Aug 2005
Advisory Text-Messages	97.0%	90.7%	94.0%
Website Incident Postings	100.0%	98.1%	90.0%

### Weekend Construction DMS Message Activity



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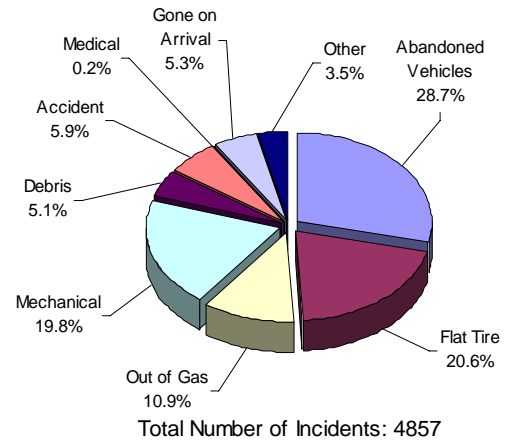
## FREEWAY COURTESY PATROL ACTIVITY

- Established in 1994, the Freeway Courtesy Patrol provides assistance to motorists by reducing potential crash situations, relieving traffic congestion and helping to create safer driving environments. Services are funded by MDOT through a grant from the Federal Highway Administration.

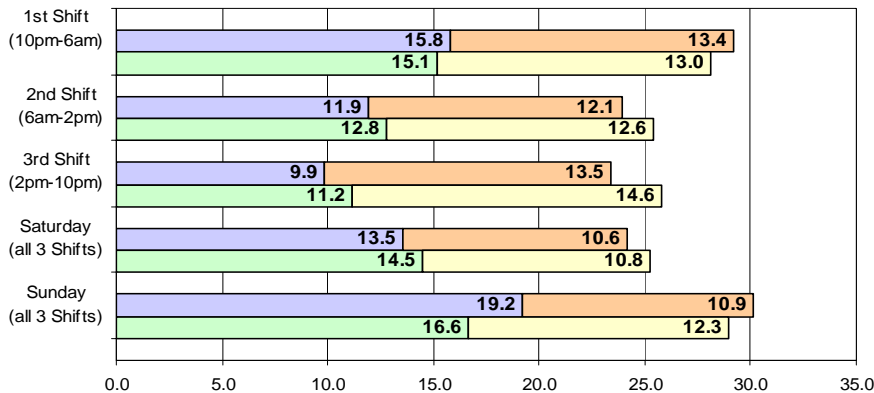
### Motorist Quote of the Month

*"I just wanted to say thank you to the courtesy driver that changed my flat tire this morning on I-96 West @ Beech Daly. He was very courteous and had my tire changed and I was on my way in 10 minutes. This was the first time that I have ever needed assistance and I am extremely grateful that you have a program like this in Michigan."*

### Assist Type



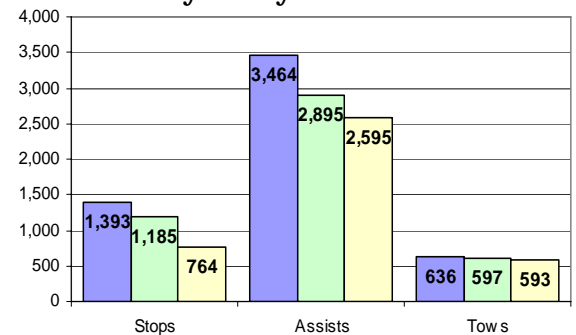
### FCP Average Service Times



August 2006 (min):  
Fiscal Year-to-Date (min):

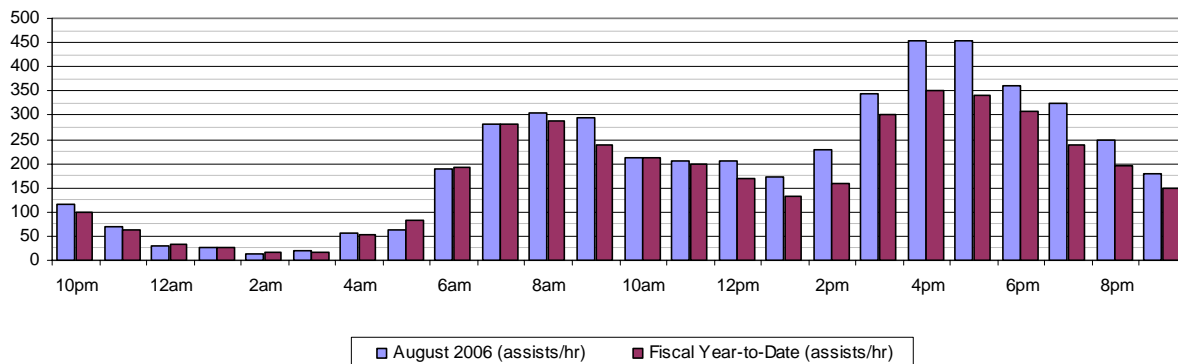
■ Average Response Times ■ Average Clear Times  
■ Average Response Times ■ Average Clear Times

### History of Key FCP Activities



■ August 2006 ■ July 2006 ■ August 2005

### FCP Assists by Time of Day



■ August 2006 (assists/hr) ■ Fiscal Year-to-Date (assists/hr)

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## FREEWAY COURTESY PATROL ACTIVITY

### Freeway Courtesy Patrol Service Area



0 - 5.9 (assists/mile) 6 - 10.9 (assists/mile) 11 - 16.9 (assists/mile) 17 & greater (assists/mile)

Freeway	COVERAGE (miles)	TOTAL ASSISTS*		ASSIST DENSITY (assists/mile)		AVERAGE RESPONSE TIME (min)	
		August 2006	Fiscal YTD Avg.	August 2006	Fiscal YTD Avg.	August 2006	Fiscal YTD Avg.
I-75	87.6	1247	1008	14.2	11.5	13.1	13.6
I-94	60.7	1106	906	18.2	14.9	11.2	12.6
I-96	34.0	848	621	24.9	18.3	12.8	13.2
I-275	37.5	446	343	11.9	9.2	12.9	13.2
I-375	1.2	4	6	3.3	5.2	-	14.3
I-696 (Reuther)	28.7	425	366	14.8	12.7	12.3	12.3
M-5 (Grand River)	10.3	60	39	5.8	3.8	6.3	12.9
M-8 (Davison)	2.2	88	57	40.0	25.8	11.9	9.3
M-10 (Lodge)	17.9	355	315	19.8	17.6	11.6	11.9
M-14	6.4	42	51	6.6	8.0	21.9	16.5
M-39 (Southfield)	14.2	236	212	16.6	14.9	10.6	12.1



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## DATA KEY INFORMATION

Table	Description	Data Source
<b>Total Incidents per Hour</b>	Displays the total incidents in the current month by hour of day.	<b>ATMS Incident Log</b> - Manually entered information by the operator.
<b>Total Incidents by Roadway</b>	Displays the total incidents in the current month by roadway.	<b>ATMS Incident Log</b> - Manually entered information by the operator.
<b>Monthly Incident Activity</b>	Displays the number of major incidents for the current month, previous month, and previous year.	<b>Monthly Closure QC</b> - QC of email advisory notifications sent for major incidents.
<b>Monthly Call History</b>	Displays the number of incoming and outgoing Control Room Operator calls, including 2-way and select MSP CAD entries, for the current month, previous month and previous year.	<b>Call Log Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
<b>Calls by Type (page 1)</b>	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	<b>Call Log Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
<b>Vehicle Composition of Incidents</b>	Displays the amount of incidents involving trucks and the amount of incidents not involving trucks for the current month.	<b>ATMS Incident Log</b> - Manually entered information by the operator.
<b>Freeway Courtesy Patrol Monthly Dispatch Activity</b>	Displays the number of incidents dispatched by Control Room operators to FCP for the current month, previous month, and previous year.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>Calls by Type</b>	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	<b>Call Log Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
<b>Freeway Courtesy Patrol Dispatches by Weekday Shift</b>	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekday shift.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
<b>Calls by Weekday Shift</b>	Displays the distribution of call activity for the Control Room operators by weekday shift.	<b>Call Log Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.

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<b>Calls by Weekend Day</b>	Displays the distribution of call activity for the Control Room operators by weekend day.	<b>Call Log Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
<b>Freeway Courtesy Patrol Dispatches by Weekend Day</b>	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekend day.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
<b>Website Activity</b>	Displays the total number of server requests for current month, previous month and previous year on the MDOT real time traffic information website.	<b>Pending incorporation of web server statistics.</b>
<b>Top 5 DMS with Unique Messages</b>	Displays the top 5 DMS in terms of the number of unique messages displayed for the month.	<b>Pending completion of database updates.</b>
<b>Unique DMS Messages by Type</b>	Displays the total number of unique DMS messages by type that occurred during the month.	<b>Pending completion of database updates.</b>
<b>Incident Communication Accuracy</b>	Displays the accuracy of DMS, advisory text messages and messages posted on the website. Accuracy measures include DMS signs used, wording, and timing.	<b>Monthly Closure QC</b> - QC of email advisory notifications sent for major incidents. <b>Daily DMS Message QC</b> - QC of DMS message snapshots system wide 7 times per day, 3 days per week <b>High Impact Message QC</b> - QC of incident information for each high impact incident resulting in an email advisory.
<b>Weekend Construction DMS Message Activity</b>	Displays the total number of freeway construction DMS messages displayed in a month.	<b>Pending completion of database updates.</b>
<b>Assist Type</b>	Displays the distribution of incident types for incidents responded to by FCP.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>FCP Average Service Times</b>	Displays the average response times and average clear times by shift.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>History of Key FCP Activities</b>	Displays the number of Freeway Courtesy Patrol "stops", "assists" and "tows" for the current month, previous month and previous year.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident
<b>FCP Assists by Time of Day</b>	Displays the total assists for 2-hour increments over a 24-hour period.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.

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## DATA KEY INFORMATION

<b>Freeway Courtesy Patrol Service Area - Map</b>	Displays FCP freeway coverage by roadway measured by assists per mile of freeway.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>Freeway Courtesy Patrol Service Area - Table</b>	Displays the total coverage distance, total assists, assist density and average response time by freeway. Values with no available data are denoted as "-"	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.